

Anubhav Gain

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System Administrator

3 years IT experience: Improved customer response times by 32% in 2 months, increased system performance by 40% in 6 months, and increased lab productivity by 25% in 6 months. Experienced in Transport Layer Security (TLS), Traceroute, OSI Model, Domain Name System (DNS), and CentOS, I am a tech-savvy individual with strong diplomacy and communication skills.

WORK EXPERIENCE

Parul University • Vadodara, Gujarat, India

IT Specialist

- Developed and implemented a new system for tracking customer requests, improving response times by 32% in 2 months.
- With strong skills in Transport Layer Security (TLS), Traceroute, OSI Model, Domain Name System (DNS), and CentOS, I am a tech-savvy individual who strives for excellence in all aspects of my work. I possess exceptional diplomacy and communication skills, making me a valuable team member who can work well with others.
- Successful Internship at Parul University: Completed a 9-month internship at Parul University, where I gained hands-on experience and applied my skills as an IT Specialist. During this internship, I actively contributed to the smooth operation of systems and provided technical support to ensure optimal functionality.
- Proficient in Diverse IT Skills: Demonstrated proficiency in a wide range of IT skills, including GROMACS, troubleshooting, Windows, Red Hat Linux, Palo Alto Networks, Network Address Translation (NAT), SQL, ASP.NET, Microsoft Endpoint Configuration Manager, and Amazon Web Services (AWS). This diverse skill set showcases my versatility and ability to adapt to different technologies and environments.

System Support Analyst

- Rapid Troubleshooting and Issue Resolution: Utilized my troubleshooting skills effectively in various roles, including as a System Support Analyst and Lab Tech. I consistently demonstrated the ability to identify and resolve issues promptly, ensuring minimal downtime and maximum productivity.
- Familiarity with Network Security: Acquired knowledge and hands-on experience in network security, as evidenced by skills in Palo Alto Networks, network switches, and computer network operations. This demonstrates my understanding of the importance of safeguarding networks and protecting sensitive data.
- Streamlined System Operations: Implemented efficient processes and procedures during my tenure as an IT Specialist at Parul University, resulting in improved system operations and reduced response times. By analyzing existing workflows and identifying areas for optimization, I was able to enhance the overall efficiency and effectiveness of system support.
- Successful Implementation of Microsoft Endpoint Configuration Manager: Led the successful implementation and deployment of Microsoft Endpoint Configuration Manager, ensuring seamless device management and streamlined software distribution across the organization. This initiative improved overall system stability, security, and user experience.
- Continuous Professional Development: Displayed a commitment to continuous learning and professional growth by actively participating in workshops, training programs, and industry conferences. This ongoing development allowed me to stay abreast of the latest technologies and industry best practices, ensuring my skills and knowledge remain relevant in the rapidly evolving IT landscape.

Lab Tech

- Increased lab productivity by 25% in 6 months through process improvements.
- Appointment Letter Recognition: Received an official appointment letter from the Internship Cell at Parul University, reflecting my strong performance, dedication, and contribution during the internship. This recognition highlights my commitment to delivering high-quality work and exceeding expectations.
- Proactive Network Security Measures: Implemented proactive network security measures, including the configuration of Palo Alto Networks firewalls and network address translation (NAT) protocols. These initiatives helped fortify the organization's network infrastructure, minimizing the risk of unauthorized access and potential cyber threats.
- Effective Collaboration and Communication: Demonstrated strong collaboration and communication skills while working as a System Support Analyst and Lab Tech. Actively collaborated with cross-functional teams, including developers, network administrators, and end-users, to address technical issues and ensure smooth operations. These efforts fostered a positive and productive work environment.
- Excellence in Troubleshooting and Customer Service: Received consistent positive feedback from end-users and colleagues for my troubleshooting abilities and exceptional customer service. With a patient and customer-centric approach, I effectively resolved technical issues, ensuring minimal disruption to daily operations and high user satisfaction.

EDUCATION

Bachelor of Technology – BTech in Cyber/Computer Forensics and Counterterrorism

Parul University • 01/2021 – 01/2024

CERTIFICATIONS

Data Science Bootcamp

mUniCampus • 10/2022

Cybersecurity and Infrastructure Security Agency (CISA)

U.S. Department of Homeland Security • 09/2022

Certificate of Completion – Python

Kaggle • 10/2022

Scientific Computing with Python

freeCodeCamp • 06/2022

This is cs50p!

Harvard University • 09/2022

Associate of (ISC)²

(ISC)² • 09/2022

Networking Basics

Cisco • 08/2022

CompTIA Network+ (N10-008) Cert Prep: 1 Understanding Networks

LinkedIn • 10/2022

Introduction to Cybersecurity

Cisco • 08/2022

JavaScript Algorithms and Data Structures

freeCodeCamp • 05/2021

Fundamentals of Network Communication

University of Colorado • 09/2022

Data Visualization

freeCodeCamp • 05/2021

Certified AppSec Practitioner (CAP)

The SecOps Group • 01/2023

Agile Digital TPO Conference

mUniCampus • 10/2022

Front End Libraries

freeCodeCamp • 05/2021

PIET_CSE_4th_Sem_Networking Essentials

01/2023

Cisco Network Security: Cisco Firewall Technologies

10/2022

Basic Networking for Cisco Certified Network Professional Routing and Switching 300-101 ROUTE

Cisco Networking Academy • 01/2023

CYBER SECURITY AND DIGITAL FORENSICS

Indian Institute of Information Technology Kota • 09/2022

This is cs50!

Harvard University • 12/2021

SKILLS & INTERESTS

SQL, Domain Name System (DNS), ASP.NET, Red Hat Linux, Diplomacy, Molecular Docking & Molecular Dynamics Simulation, Windows, Business Process, Microsoft Endpoint Configuration Manager, Troubleshooting, CentOS, Palo Alto Networks, GROMACS, Android, Network Address Translation (NAT), OSI Model, Traceroute, Transport Layer Security (TLS), Computer Science, Open Source Contributions